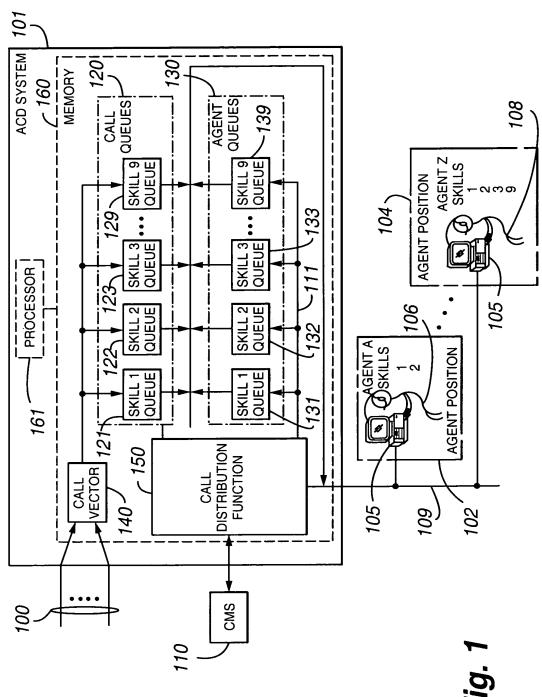
Title of Invention: "METHOD AND APPARATUS FOR ROTATING AUTO RESERVE AGENTS BASED ON OCCUPANCY" Inventor's Name: CHISM et al.

Serial No. 10/676,761
Docket No. 4366-131
Attorney: Bradley M. Knepper
Telephone: 303/863-9700

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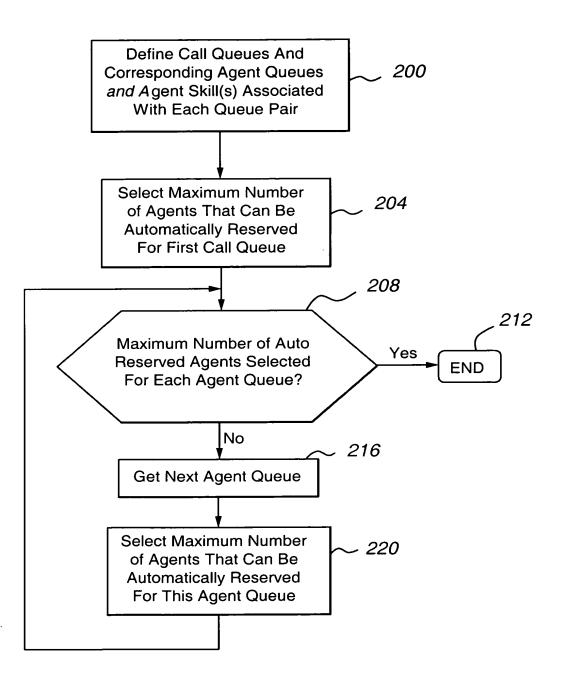


Fig. 2

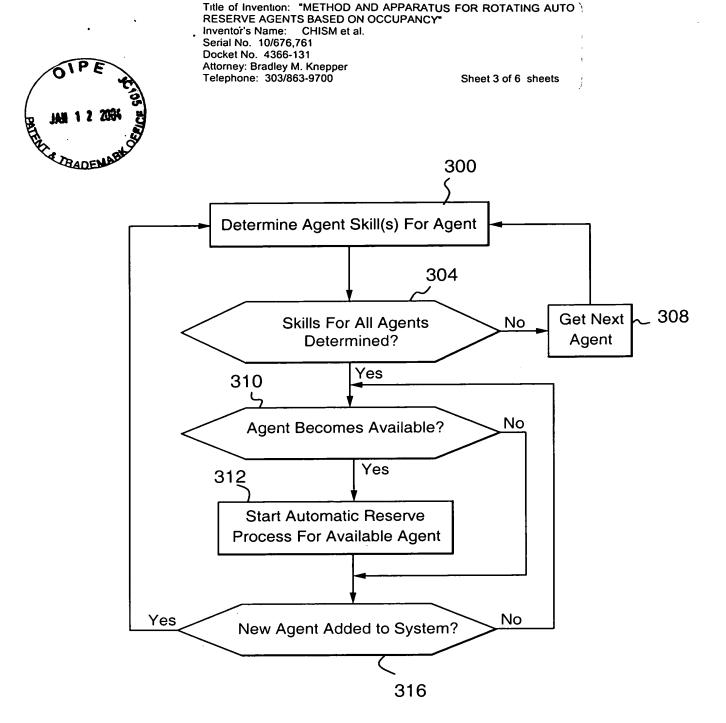


Fig. 3

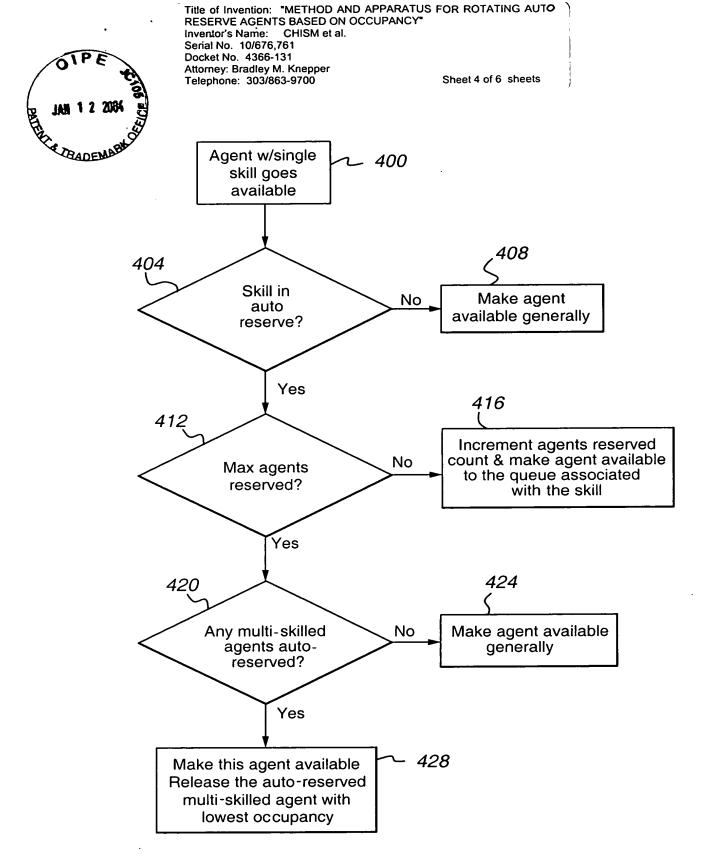


Fig. 4

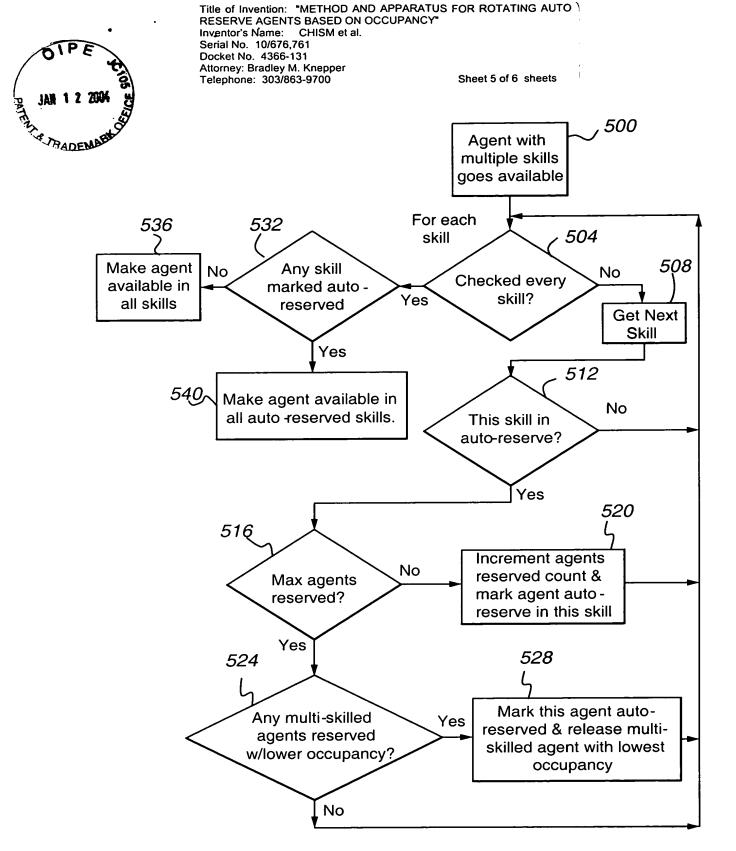


Fig. 5

Title of Invention: "METHOD AND APPARATUS FOR ROTATING AUTO RESERVE AGENTS BASED ON OCCUPANCY Inventer's Name: CHISM et al. Serial No. 10/676,761 Docket No. 4366-131 Attorney: Bradley M. Knepper Sheet 6 of 6 sheets Telephone: 303/863-9700 *600* Agent goes available For each 640 644 604 skill 608 Make agent No Any skill No Checked every available in marked auto skill? Yes all skills reserved **Get Next** Skill Yes 612 648 Make agent available in No all auto-reserved skills. This skill in auto-reserve? Yes *620* 616 Increment agents No reserved count & Max agents mark agent autoreserved? reserve in this skill Yes 624 628 Any multi-skilled Is agent a No No agents reserved single-skilled w/lower occupancy? Agent? Yes Yes 632 636 Mark this agent auto-Any multi-skilled Yes reserved & release multiagents autoskilled agent with lowest reserved? occupancy No Fig. 6